Patent Claims :
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5   1. A method of providing support to a mobile
communications unit comprising the steps of
   • generating a support request at said mobile unit,
   • sending a support message to a remote support
      location on the basis of said support request, said
10   support message relating to one or more problems,
   • receiving said support message at said remote
      support location,
c h a r a c t e r i z e d   in that said method further
comprises the steps of
15   • generating support information enabling solving of
      said one or more problems at least partially, and
   • providing said support information at said mobile
      unit.

20 2. A method according to claim 1, c h a r a c t e -
r i z e d   in that said support request is generated on
the basis of one or more of the following
   • a user action,
   • a message received from said remote support
25   location,
   • any internal event like a timer event, an error
      event, etc., or
   • a status check performed at a regular time interval.

30 3. A method according to claims 1 - 2, c h a r a c t e -
r i z e d   in that said support information is provided
to the mobile unit by sending a message containing update
and/or support information enabling the mobile unit to

perform an automatic update of the settings thereby correcting said one or more problems.

4. A method according to claims 1 - 3, c h a r a c t e - r i z e d in that said support information is comprised in an SMS message.

5. A method according to claims 1 - 4, c h a r a c t e - r i z e d in that said support information comprises information regarding/representing one or more of the following

- one or more unit settings/parameters,
- unit identification,
- status of said mobile unit,
- an internal state of said mobile unit,
- at least one error code,
- at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
- which hardware/physical/functional units/modules that are or have been connected with said mobile unit, or
- other relevant information.

6. A method according to claims 1 - 5, c h a r a c t e - r i z e d in that said mobile unit is a mobile phone.

7. An method according to claims 1 - 6, c h a r a c t e - r i z e d in that said sending of said support message to said remote support location is based on contact information relating to a phone number or an IP address, and that said contact information is one or more of the following

- stored in the mobile unit,
- stored on a SIM card,

- entered by a user, or
- a part of said message received from said remote support location.

5   8.   A   system   for   providing   support   to   a   mobile communications unit comprising
- means (403) for generating a support request at said mobile unit,
- first communications means (404) for sending a
10   support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- second communications means (405) for receiving said support message at said remote support location,
15   c h a r a c t e r i z e d   in that said system further comprises
- means (406) for generating support information enabling solving of said one or more problems at least partially, and
20   • providing said support information at said mobile unit via said second communications means (405).

9. A system according to claim 8, c h a r a c t e - r i z e d   in that said support request is generated on
25   the basis of one or more of the following
- a user action,
- a message received from said remote support location,
- any internal event like a timer event, an error
30   event, etc., or
- a status check performed at a regular time interval.

10. A system according to claims 8 - 9, c h a r a c t e - r i z e d   in that said support information is provided

to the mobile unit by sending a message containing update and/or support information via second communications means (405) enabling the mobile unit to perform an automatic update of the settings, thereby correcting said

5 one or more problems.

11. A system according to claims 8 – 10, c h a r a c – t e r i z e d in that said support information is comprised in an SMS message.

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12. A system according to claims 8 – 11, c h a r a c – t e r i z e d in that said support information comprises information regarding/representing one or more of the following

15 • one or more unit settings/parameters,
    • unit identification,
    • status of said mobile unit,
    • an internal state of said mobile unit,
    • at least one error code,
20 • at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
    • which hardware/physical/functional units/modules that are or have been connected to said mobile unit, or
25 • other relevant information.

13. A system according to claims 8 – 12, c h a r a c – t e r i z e d in that said mobile unit is a mobile phone.

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14. A system according to claims 8 – 13, c h a r a c – t e r i z e d in that said sending of said support message to said remote support location via said first communication means (404) is based on contact information

relating to a phone number or an IP address , and that said contact information is one or more of the following

- stored in the mobile unit,
- stored on a SIM card,
5 - entered by a user, or
- a part of said message received from said remote support location.